

CONTACT TRACER INTERPRETER JOB DESCRIPTION

Description

The Carroll County Health Department (CCHD) is hiring, training, and managing contact tracing staff to assist in the response to the COVID-19 pandemic. As part of Governor Hogan's "Maryland Strong: Roadmap to Recovery" plan, contact tracing is a critical piece of minimizing the spread of disease in the community while allowing the careful and coordinated reopening of the economy.

Contact Tracers will be responsible for speaking with individuals from the Hispanic Community, identified as contacts to confirmed or probable cases of COVID-19. They will conduct interviews to collect and share information related to the following: contacts' symptoms and risk, additional information on exposure, guidance on minimizing their risk of potential transmission, contacts' quarantine or isolation responsibility, and the details and processes for continued monitoring. Contact Tracers will be hired on a temporary (contract) basis. Initial training may require in-person; most work will be completed remotely.

Responsibilities

- Call and communicate, in a professional and empathetic manner, with identified Hispanic contacts of COVID-19
- Obtain information regarding contacts to allow for contact via phone or electronic means
- During interview process, collect and record all required information. Store and transmit information in databases in secure fashion.
- Provide approved information regarding quarantine or isolation procedures, testing resources, symptom monitoring, and return to work guidelines, as needed
- Follow all scripts, policies, and procedures provided by CCHD
- Adhere to all requirements regarding protection of confidential information
- Work required shifts to potentially include evenings, weekends, and holidays
- Communicate with supervisor on daily basis
- Track and report the number of contacts for the annual LEP reporting requirements.
- Duties may also include working at CCHD testing sites, as assigned, to assist with registration, scribe and processing the public through the testing stations.

Qualifications

- Candidates must be at least 18 years of age and possess a high school diploma or GED equivalent.
- Must have 6 months minimum experience in translating.
- Proficiency with various technology platforms, including: Microsoft Office programs; internet; email and emailing attachments; downloading and sending documents; labeling and saving documents; and use of phone and cellular phone. Candidate should have access to high speed internet.
- Ability to speak, read, and write in English and Spanish; other or multiple languages a plus
- Professional, positive attitude and work ethic
- Excellent interpersonal skills and the ability to interact professionally with culturally diverse individuals during a time of crisis and distress.
- Critical thinking, problem solving and sound judgment
- Flexibility and adaptability
- Ability to work independently
- Ability to handle confidential information with discretion and professionalism

- Familiarity with Carroll County, Maryland, geography - basic location of cities, towns, where people may be interacting
- Priority interviews will be given to individuals who:
 - o Possess relevant experience related to the position and an understanding of health and disease, including but not limited to such fields as community health outreach, peer support, food safety inspection, health safety inspection, or similar fields
 - o Have completed “***Making Contact: A Training for COVID-19 Contact Tracers***”, which is offered by the Association of State and Territorial Health Officials (ASTHO) and the National Coalition of STD Directors (NCSD), available for free at <https://learn.astho.org/products/making-contact-a-training-for-covid-19-contact-tracers>, or a related alternative (certification of completion may be requested)